

New Member Enrollment Accuracy Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



New Member Enrollment Accuracy Rate

Definition & Measurement Details



What is New Member Enrollment Accuracy Rate?

The number of accurate new member health plan enrollments completed (i.e., enrollments that do not have errors, or missing information/documentation) divided by the total number of enrollments completed over the same period of time, as a percentage.

Why should this KPI be measured?

New Member Enrollment Accuracy Rate measures the number of accurate new member health plan enrollments completed (i.e., enrollments that do not have errors, or missing information/documentation).

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of accurate new member health plan enrollments completed, and (2) the total number of new member health plan enrollments completed over the same period of time. Accuracy is calculated as follows:

ABRIDGED CONTENT
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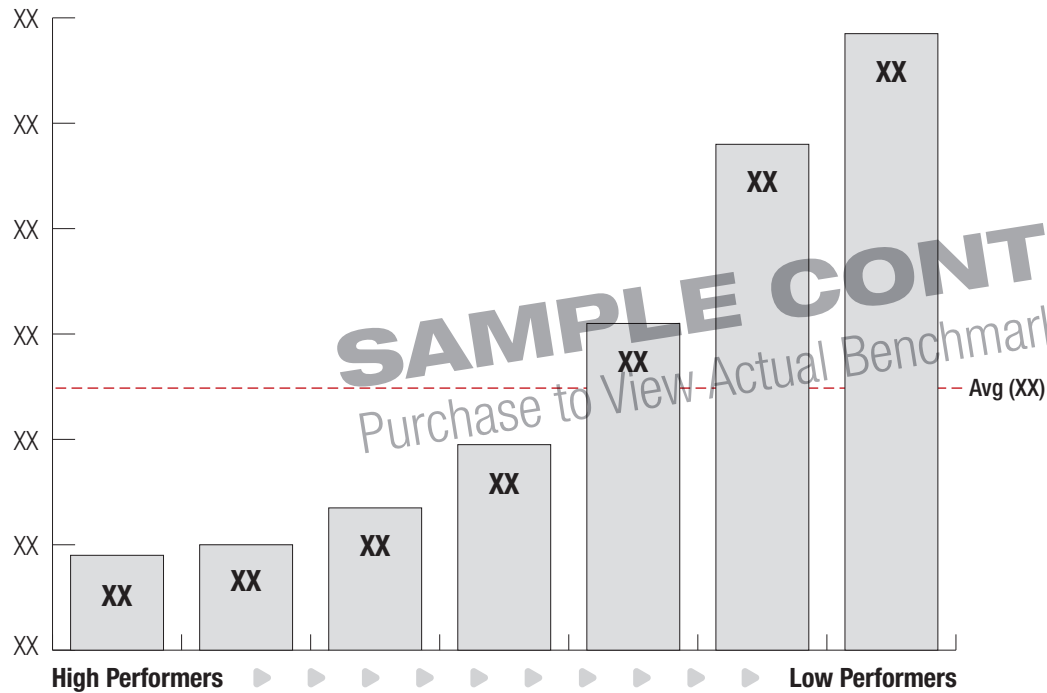
New Member Enrollment Accuracy Rate

Benchmarks & Characteristics of High Performers



New Member Enrollment Accuracy Rate

(Accurate New Member Enrollments / Total Enrollments Processed) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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